



City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Information Services Manager
Class Code Number	2110

General Statement of Duties

Plans and coordinates the activities and operations of Information Services; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to plan and coordinate the activities and operations of Information Services. The work is performed under the supervision and direction of an assigned supervisor, but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over assigned support personnel. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Performs a variety of data processing, telecommunication, and print shop functions and services, including ensuring that all relevant systems function properly, resolving problems with staff and consultants, drafting RFPs and agenda bills to implement new systems, reviewing proposals and testing proposed equipment, and making recommendations when necessary;
- Assesses the City's information systems needs and makes recommendations;
- Advises City department heads on methods and systems for meeting their information system needs;
- Prepares division budget and monitors according to accounting guidelines throughout fiscal year;

- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Comprehensive knowledge of current data processing, telecommunications, and print shop trends in local public agencies;
- Comprehensive knowledge of operational characteristics of data processing, telecommunications, and print shop equipment and systems;
- Comprehensive knowledge of applicable programming code and logic;
- Comprehensive knowledge of policies, procedures, and specifications of various information resources;
- Substantial knowledge of budget preparation and control, including knowledge of municipal accounting;
- Ability to troubleshoot hardware or software problems and resolve quickly;
- Ability to accurately identify and evaluate data processing and telecommunications hardware and software needs and requirements;
- Ability to recommend the purchase of all related equipment, services, and supplies;
- Ability to coordinate activities with other City departments, divisions, and sections;
- Ability to participate in systems analysis, design, programming, and implementation;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Any combination of training and/or experience which is equivalent to:

- Bachelor's Degree in Computer Science, Business Administration, or a related field; and
- Considerable (four to six years) information systems management experience.

Required Special Qualifications

- May require a valid Class C California State Driver's license.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment.